IN-SYNCH SYSTEMS
"ALWAYS WORKING FOR YOU"

2016

West Virginia State Police Request for Proposal

CRFP 0612 DPS1700000001

Vendor:	In-Synch Systems, LLC.
Address:	129 McCarrell Lane Suite 301 Zelienople, PA 16063
Phone:	1-800-243-6540
Fax:	724-452-8922
Contact:	Kirk Farra
Title:	President
Email:	Kirk.Farra@In-Synch.com

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WV PURCHASING
DIVISION

Signature: _Kirk A. Farra_   Date: 9-12-16

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Phone: 800-243-6540 – Fax: 724-452-8922 – Web: www.in-synchrms.com

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SECTION FOUR: PROJECT SPECIFICATIONS

4.3 - QUALIFICATIONS AND EXPERIENCE

Vendors will provide in Attachment A: Vendor Response Sheet information regarding the company overview - current context, history, year the company was established, type of ownership of the company and parent company (if applicable), philosophy/approach to doing business, sectors in which the vendor does business, financial status and company health, current number of agencies under maintenance and support and number of agencies who are no longer customers.

Vendor Response:

In-Synch Systems, LLC specializes in the development and deployment of RMS Technology for local, regional, and state law enforcement agencies. We create in-depth software and investigative tools that allow agencies to effectively solve crime, increase public visibility, and reduce the time and cost associated with printing paper reports and storing documentation.

We are an international company with customers in 25 US states and Canada, encompassing more than 260 agencies in public safety related industries. Our national presence gives us a broad range of experience to fully understand and continually improve our products and services for an ever changing environment.

Perfected from years of operational feedback from hundreds of public safety and security organizations, our flagship records management suite, In-Synch RMS, combines the next generation of technology with a unique user friendly interface.

Capable of interfacing with computer aided dispatch, jail, e-citation, and court software, In-Synch RMS provides all the records management tools needed by: Law Enforcement Agencies, Private Security Firms, University Police, Corporate Security, and Fish and Game Commissions.

Our software is designed with mobility in mind and enables you to work in both fixed and mobile environments, with or without a steady network connection. Integrated data-sharing functionality enables proactive and joint policing, as well as promotes community, staff, and officer safety.

In-Synch Systems is a Pennsylvania based organization founded in 1999. Our primary sales territories are Pennsylvania and West Virginia, but we provide our products and services throughout the United States. In 2007 to 2008, we were chosen as the Records Management Software vendor for the Federal CTAC and CEDAP Technology Transfer programs. These federal programs allowed us to expand our customer base to law enforcement agencies throughout the country.

In-Synch Systems, LLC has been in business for 17 years. We currently have 262 law enforcement agencies under support which provides a significant source of yearly revenue allowing us to be selective in approaching new opportunities. There are 88 agencies who are no longer customers, most discontinued use because they either disbanded, regionalized, were absorbed by other agencies, had budget constraints, or had leadership or priority changes.

4.3.1 The vendor must have at least 3 (three) successful systems of similar size and scope (equipment installation/training projects that are not considered of similar scope) and provide references of such projects.

Vendor Response:

Project: Dauphin County implementation
Swatara Township Police Department (lead agency in countywide implementation)
599 Eisenhower Blvd
Harrisburg, PA 17111
Chief Jason Umberger
717-564-2550
jumberger@swatarapolice.org
Swatara Township became a client in February of 2006, with rest of the agencies in Dauphin County becoming clients afterwards.

Project: Pennsylvania Capitol Police statewide implementation
PA State Capitol Police
70e East Wing Capitol Complex
Harrisburg, PA 17125
James Rhoads, Administrative Lieutenant
717-787-9013
jarhoad@pa.gov
The Capitol Police became a client in June of 2013

Project: Pennsylvania Game Commission statewide implementation
Pennsylvania Game Commission
2001 Elmerton Avenue
Harrisburg, PA 17110
Randy Shoup, Director
717-783-6526
rashoup@pa.gov
The Game Commission became clients in August of 2011

ATTACHMENT A: VENDOR RESPONSE SHEET

4.4 – PROJECT AND GOALS

To develop and provide a Records Management System (RMS) to the WVSP. The key goals of the project will be:

a) Replace the system currently being used with an off-the-shelf solution and convert the data into the new system.
b) Deliver a fully-integrated case management system on time and within budget.
c) Achieve sufficient knowledge transfer through training to all staff to be capable of and confident in using the new system.
d) Provide a technologically sound platform for expansion of information services into the future.
e) Establish a long term maintenance and support contract.
f) Successfully implement the system with minimal disruption to users and operations.
g) Must be able to interface into our Zuercher NIBRS reporting systems.

Vendor Response:

In-Synch Systems is excited to provide our response to your requirements. Being a local company and supporting 84 agencies in West Virginia keeps us in tune and ahead of the curve with any state or federal mandated changes. We are already providing monthly submissions to the Zuercher NIBRS reporting system from our existing West Virginia customers through our fully-integrated case management system.

Our experience in implementing Dauphin County, PA and the Pennsylvania Game Commission show how In-Synch Systems is well suited to handle a project of this size and scope. Dauphin County has over 700 users and over 500 licenses installed. The Pennsylvania Game Commission has 250 licenses for approximately 300 users in a statewide implementation where we are integrated with the InterAct Public Safety's CAD system. Additionally we have completed countywide RMS implementations in Monongalia, Ohio, Marshall, Wood, and several other smaller counties in West Virginia.

In-Synch Systems supports 79 locations nationwide where we interface with CAD vendors such as: InterAct, Tiburon, New World, Zuercher, Logisys, and GeoConex. In addition to CAD system interfaces, we have built interfaces to Jail, court, and e-citation systems and participate in data-sharing environments outside of what we natively provide as part of our product.

To highlight our development capabilities, we provided a highly customized version of In-Synch RMS for the Government of the Northwest Territories in Canada. The customization required internationalization and implementation of their federal reporting as well as development of several new modules to track activities surrounding wildlife management. The customization was completed on schedule and within budget.

Over a number of years we have developed data conversion tools that allow us to connect, extract, translate, and import data into our database. This process always involves customer interaction to cleanse and validate data before it is used in a production environment.

We pride ourselves on customer service and have always delivered 24x7x365 support services to our customer base. Our service technicians are always available and are highly trained and capable to assist with any technical or training related questions. Being able to support over 10,000 users and 2500 licenses at more than 260 agencies nationwide and in Canada is a testament to the stability of our software and the quality of our support services.

Our distinctive data model allows officers to use the In-Synch RMS system in the field as they would in the office, without loss of functionally or the need for training on a separate product. Our integrated data-sharing technology and investigative tools will provide the West Virginia State Police with an effective means to collaborate and share intelligence to solve crime.

4.4.1 – SYSTEM ARCHITECTURE

4.4.1.1 The vendor should describe in detail the system architecture that will be necessary to provide connectivity across the state. Included will be a diagram of the system architecture detailing the overall representation of the servers, network, peripherals, workstations, interface points, as well as a representation of the System environments (Production, Backup, and Training/Testing).
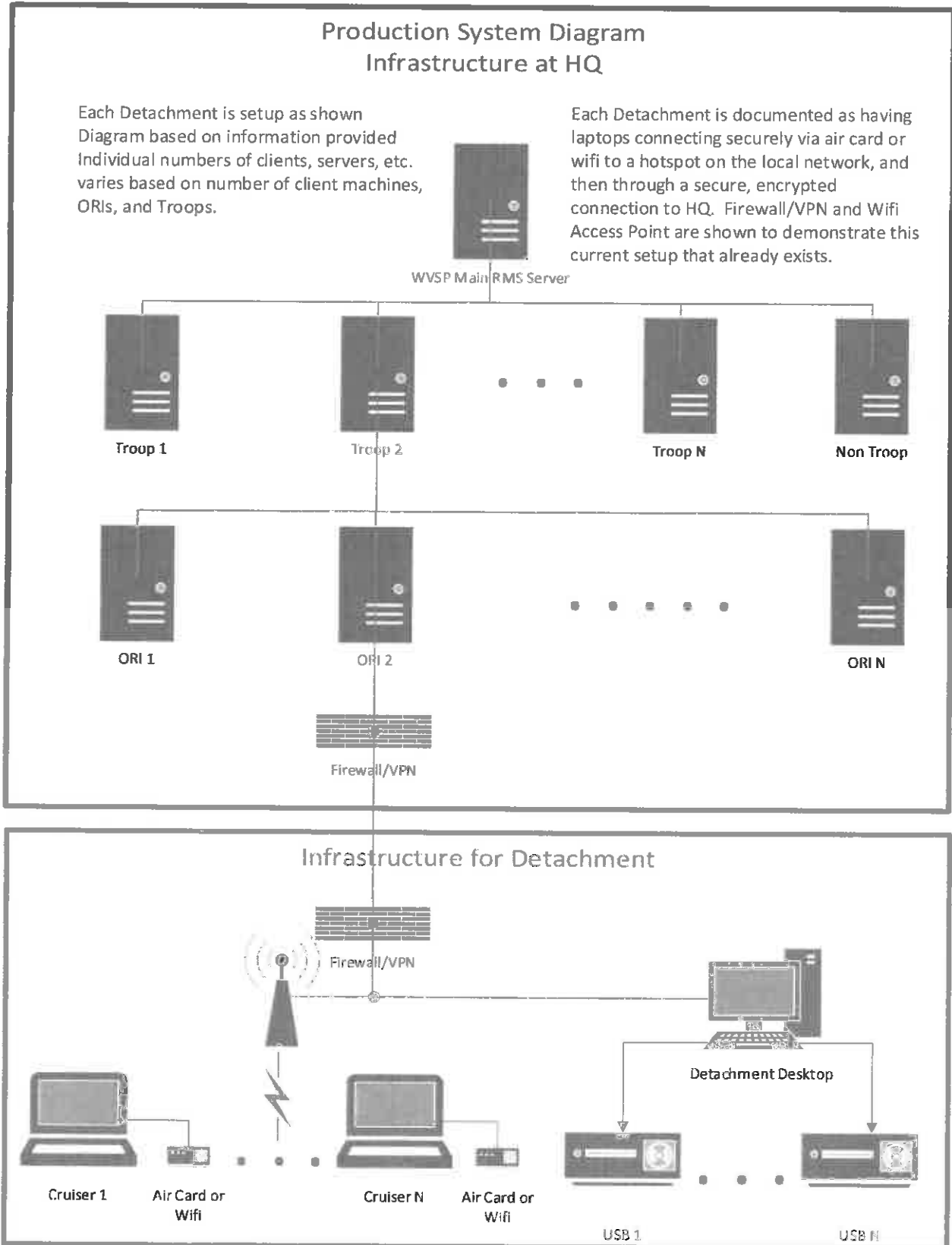
Vendor Response:

The diagrams provided for Production (which also includes Backups), Training, and Testing have been based on information provided from the RFP as well as information gathered in previous discussions with WVSP about the infrastructure that currently exists and that they wanted to utilize in their RMS solution. In-Synch Systems has proposed a solution that we believe makes best use of the currently available setup and requires the least amount of additional hardware. We are assuming that the machines provided (including laptops) meet our minimum required specifications, and for the servers the choice for physical or virtual machines is at your preference based on your current infrastructure implementations.

The assumptions as previously discussed:

- Laptops (and a much smaller number of desktops) in the field connecting via air-card or Wi-Fi at their detachment
- A secure connection from each detachment to HQ
- All servers are to reside at HQ
- Around 100 ORIs
- 75 Detachments
- 9 Troops (0-8)
- Training will occur and be housed at the Academy

Taking this into consideration we have provided the following diagrams.

IN-SYNCHRMS

Production System Diagram
Infrastructure at HQ

Each Detachment is setup as shown Diagram based on information provided Individual numbers of clients, servers, etc. varies based on number of client machines, ORIs, and Troops.

Each Detachment is documented as having laptops connecting securely via air card or wifi to a hotspot on the local network, and then through a secure, encrypted connection to HQ. Firewall/VPN and Wifi Access Point are shown to demonstrate this current setup that already exists.

WVSP Main RMS Server

Troop 1   Troop 2   Troop N   Non Troop

ORI 1   ORI 2   ORI N

Firewall/VPN

Infrastructure for Detachment

Firewall/VPN

Detachment Desktop

Cruiser 1   Air Card or Wifi   Cruiser N   Air Card or Wifi

USB 1   USB N

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A production diagram that shows the suggested architecture broken down into its smallest logical unit. We are proposing grouping solution around the smallest logical unit to be used in reporting, the ORI. Within this group we show the current client machines that will be running the RMS connecting back over their best available connection (air-card or Wi-Fi in the field, Ethernet network at the detachment) through the secure tunnel already in place to HQ where their server will reside. With this solution we provide the performance and availability requested, as well as have the backup capabilities already provided as part of the solution through our distributed data layer. To provide easier Troop management and investigative functionality, as well as an additional layer of redundancy, we have implemented a Troop level layer of servers, with an additional server provided for non-troop associated ORIs. At the top of the hierarchy we have specified a layer of whole agency servers.

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Testing System Diagram
Infrastructure at HQ

A testing system with two troops, each with two separate ORIs should be sufficient to test and verify updates and rollouts.
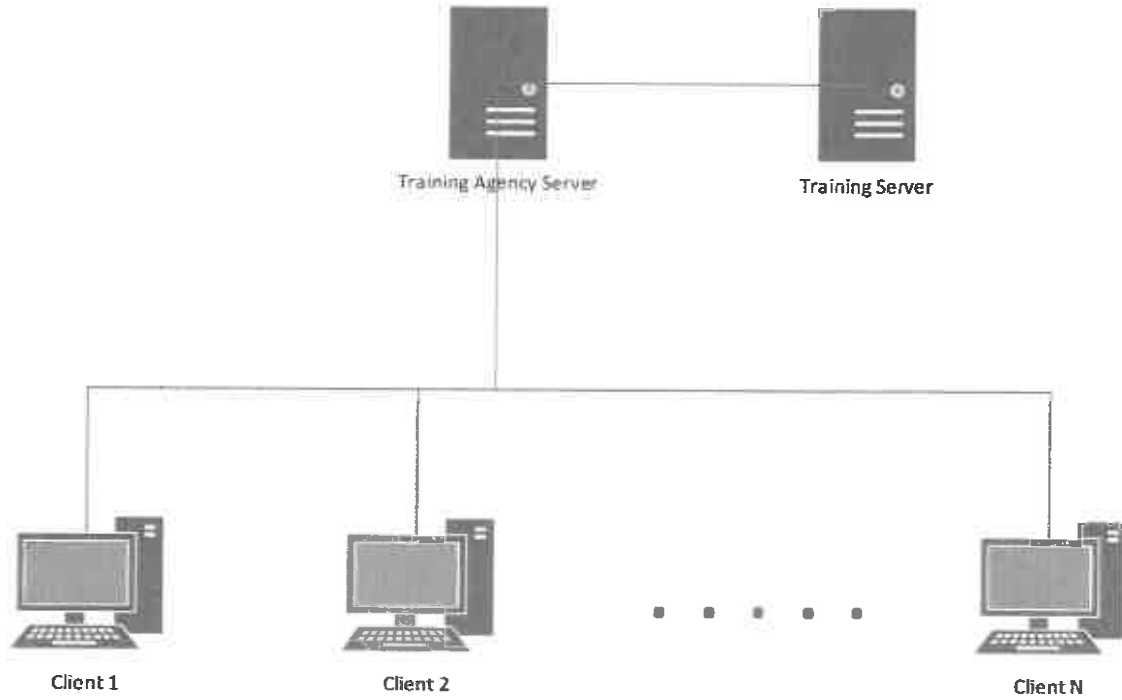
The number of test clients can be set as desired. We recommend at least 3 test clients on at least one ORI.

Testing Server

Troop 1

Troop 2

ORI 1

ORI 2

ORI 3

ORI 4

Test Client 1

Test Client 2

• • • • •

Test Client N
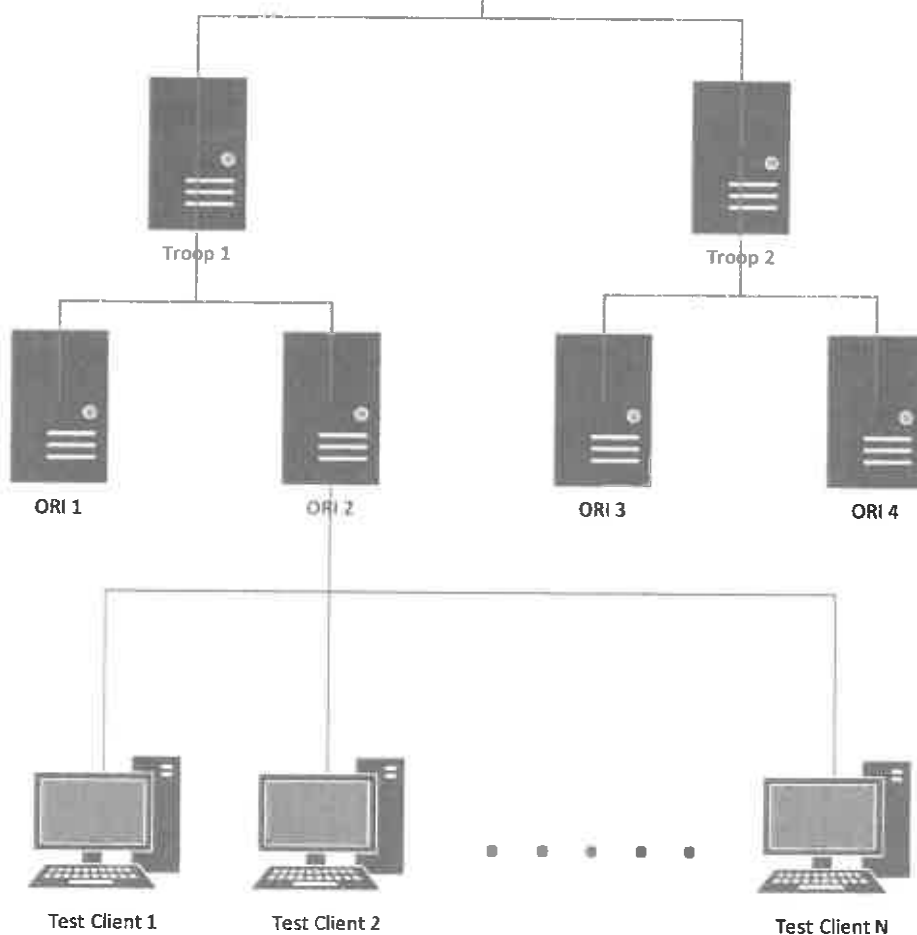
Each ORI client group will be setup in the same fashion.
The number of clients in each can vary.

A testing diagram shows a minimum recommended staging environment that can be customized to your needs. We have specified an agency server, as well as two troop level servers to allow for testing of inter-troop functionality. Each troop server will have at least two ORI servers to mirror the multiple ORI scenario from the field. At least one of the ORI servers should have at least 3 client machines to effectively demonstrate live in the field scenarios that would be faced (we recommend 5). The other ORI servers need at a minimum one client machine per server. This number of machines can be expanded to whatever level is desired by the WVSP, the current number suggested is the minimum required implementation to provide the most cost efficient solution with the desired level of functionality for effective staging.

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TRAINING SYSTEM
Infrastructure at Academy

Training Agency Server   Training Server

Client 1   Client 2   Client N

This setup can be replicated for additional classes as needed, using the same architecture.
One Training Agency Server per Class/Group, and any number of Client Machines.
All Training Agency Servers will feed into one Training Data Sharing Server.

A training diagram shows the minimum required environment to provide a suitable training system for the WVSP. The number of client machines can be determined by the WVSP to meet their needs, as a class size has not been provided. These machines will connect to a training server that will be housed at the Academy which will mirror an ORI server. This server will then connect to a troop training server also housed at the academy to allow for administrative and investigative training.

4.4.2 – HARDWARE CONFIGURATION

4.4.2.1 The vendor should describe in detail the total number of servers required for the system and the ability of the proposed servers to support the requirements and processing performance for at least five years from the date of overall final acceptance.

Vendor Response:

The solution proposed by In-Synch systems following the assumptions stated above will support the WVSP for at least five years as long as the machines and servers provided meet our minimum specifications. We allow for either physical or virtual servers to be used where servers are specified, at the preference of the WVSP. The number of servers required, as described above, will vary based on the desires and changes of the WVSP to their organizational structure. Based on the specified assumptions we would need 100 ORI servers, 10 Troop Level Servers and 2 WVSP servers for Production. Training will require another 2 Servers and Testing will require an additional 7 servers. The total number of servers specified is 121.

4.4.3 – PERFORMANCE AND AVAILABILITY

4.4.3.1 The vendor should describe in detail any impact to systems (e.g., interface to Normal operations, system shutdown) that will occur during server upgrades and/or expansions.

Vendor Response:

During a server upgrade or expansion, client systems may not be able to synchronize with their respective server database. All client functionality/information will still be available to the end user during this period. Once a server is back online, our synchronization program will facilitate the exchange of information for each client affected by this down time.

4.4.3.2 The vendor should describe in detail any impact to systems that will occur during Software upgrades or updates.

Vendor Response:

During a client update, the RMS software will be unavailable (on that machine) until the upgrade has been completed. All other machines and the system as a whole will operate normally.

As mentioned in section 4.4.3.1, during a server upgrade, client systems may not be able to synchronize with their respective server database. All client functionality/information will still be available to the end user during this period. Once a server is back online, our synchronization program will facilitate the exchange of information for each client affected by this down time.

4.4.3.3 The WVSP expects all system applications to operate concurrently at designed capacity. The vendor should describe in detail how they will ensure concurrent operation of all system components without any system degradation.

Vendor Response:

The In-Synch RMS model distributes the workload across the various computers running the RMS. As each machine is capable of operating as its own autonomous node, the system is not relying on intense server processing to provide concurrent functionality across clients. In addition to the ability of clients to support their own load, we have added another layer of machines at the troop level to assist in management functions and data sharing, as well as the top tier data sharing and investigative layer. The degradation of any node does not affect the rest of the nodes or the system as a whole, which also helps to maintain concurrency and availability.

4.4.3.4 The WVSP expects the RMS applications to be available 99.95 percent of the time. The vendor should describe in detail how they will guarantee this level of system availability both initially and during the life of any license and maintenance contract.

Vendor Response:

The availability of RMS applications directly corresponds with the availability/functionality of the physical machines. As long as the physical machines are available and functional 99.95 percent of the time, the RMS will also be available during this time.

With a network connection, RMS data is consistently being updated. Without a network connection, the officer has all data since the last network connection as well as full functionality to the RMS system. This allows officers to use the full RMS in a disconnected state. Once a connection is re-established, our synchronizer program brokers all changes from the client/server machines. This also means that the loss of any specific machine does not affect the system as a whole.

4.4.4 – SYSTEM FAILOVER AND RESTORATION

4.4.4.1 The vendor should describe in detail any impact to systems (e.g., interference to normal operations, system shutdown) that will occur during server upgrades and/or expansions.

Vendor Response:

During a server upgrade or expansion, client systems may not be able to synchronize with their respective server database. All client functionality/information will still be available to the end user during this period. Once a server is back online, our synchronization program will facilitate the exchange of information for each client affected by this down time.

4.4.4.2 The vendor should describe in detail if operations automatically failover to the backup environment in the event of a failure in the production environment.

Vendor Response:

The In-Synch RMS model allows for continued use of the system even if there were a failure in the production environment. With the ability of any individual client to operate fully autonomously, even a total loss of the server infrastructure would not render the system inoperable. If single/multiple servers were to fail, redundant servers could be brought online and a simple address change would be all that is required for the system to regain connectivity.

4.4.4.3 The vendor should describe in detail the proposed method of restoring data files.

Vendor Response:

For failover purposes, a copy of an already current database will be available on redundant servers without the need to restore. In the case a database does need to be restored, we use a standard database backup and restore utility that can be run manually or also as a set scheduled task.

4.4.4.4 The vendor should describe in detail any limited functionality with which the System will operate during restoration process.

Vender Response:

During a server restoration or failover, client systems may not be able to synchronize with their respective server database. All client functionality/information will still be available to the end user during this period. Once a server is back online, our synchronization program will facilitate the exchange of information for each client affected by this down time.

During a client restoration, the RMS will not be available on the individual affected machine until the software/database has been reinstalled. This also means that the loss of any specific machine does not affect the system as a whole.

4.4.5 – DATA CONVERSION

4.4.5.1 The vendor should describe in detail the steps they will take to convert the Motorola NET RMS data. The vendor should detail the recommended approach and experience in data conversion.

Vendor Response:

In-Synch Systems has a history of successful data conversions. Throughout these projects, we have refined a process that delivers positive results. We believe that core personnel with knowledge of the previous system are an integral part of the data conversion process. Below are the steps utilized in our successful data conversion projects:

1. **Receive and initial copy of the data.**
2. **Meet with core personnel relevant to the Motorola NET RMS data for review.**
3. **Initial analysis by our data conversion team.**
4. **Follow up with core personnel with any questions or data discrepancies.**
5. **Development of data conversion routines.**
6. **Provide first cut of converted data for review by core personnel.**
7. **Receive feedback from core personnel about the status of the data conversion.**
8. **Update conversion routines based on feedback.**
9. **Provide updated conversion data for review by core personnel.**
10. **Repeat steps 7-9, until core personnel have approved the data conversion.**
11. **Receive final cut of data for conversion.**
12. **Convert final data for use in In-Synch RMS.**

4.4.6 – TRAINING

4.4.6.1 The vendor should describe in detail their training plan with the end users and administrators.

Vendor Response:

At In-Synch, we realize the importance of customer training and focus our efforts on making sure that each attendee will understand the basic use of our system. Our training program is developed and managed by a police officer with more than 30 years of experience in law enforcement, who has been certified in Instructor and Advanced Instructor Development. We offer both on-site training classes and webinar training sessions, and we provide comprehensive training manuals for all new customers. We also ensure that all trainees have direct contact information for their trainer so that any questions or issues that arise after training can be addressed. Whether it's basic, administrative, or refresh training, In-Synch Systems provides the tools and services your agency needs to be successful.

4.4.7 – PROJECT MANAGEMENT

4.4.7.1 The vendor should describe in detail the approach used in meeting with West Virginia Code 5A-6-4b, the West Virginia Office of Technology Enterprise Project Management Office (EMPO) methodology. Included in the detail plan should be an experienced project manager who has an understanding of

EMPO's project management methodology based on Project Management Institute, Project Management Body of Knowledge (PMBOK).

Vendor Response:

Over the last 17 years In-Synch Systems has successfully provided project management services for hundreds of implementations. Each implementation is assigned a project manager who oversees the project timeline and milestones from initiation to certification. Upon assignment a series of meetings will occur to discuss scope, objectives and requirements not currently addressed as part of this RFP. Our project management team works with your agency throughout the process helping to facilitate a smooth implementation and maintain clear and appropriate expectations through all of the phases of the project. Regular communication about milestones, progress, and necessary changes will occur in an ongoing series of meetings, helping to keep all involved informed on the current project status. Our goal is to minimize challenges and create a software environment that your agency can utilize immediately.

4.4.7.2 The vendor should describe in detail the plan on how status updates will be provided in the overall progression of the project at each phase of development.

Vendor Response:

In-Synch Systems has found that regular and ongoing communication directly assists in successful implementations. Through a series of regular meetings, conference calls, webinars, and status reports, ongoing communication about project progression will be shared with the stakeholders involved. Our project management team will utilize an online project management tool for the sharing of information and collaboration with the WVSP and our own internal staff. While these interactions will be similar, at certain phases different specific outcomes may also be expected.

1. **Initiating:** Status updates handled by conference call, webinar, or email. While viewed as one major project, the overall project will be broken down into smaller projects that can be more easily and accurately managed with the direct stakeholders involved.
2. **Planning:** Status updates will be handled by on-site meetings, conference calls, webinars, or emails. As the scope, objectives, requirements, and actions are defined multiple documents will be developed and continually revised, resulting in both a final Requirements Document and Statement of Work, as well as a project plan, timeline, and schedule.
3. **Executing:** Status updates will be handled by conference calls, webinars, or emails in relation to the project roadmap.
4. **Monitoring and Controlling:** Status updates will be handled by on-site meetings, conference calls, webinars, or emails. Objective tests will be performed as individual milestones are met in

this phase of the project. Change orders will be used to document and address any alterations to the requirements, scope, objectives, and timeline.

5. **Closing:** Status updates will be handled by on-site meetings, conference calls, webinars, or emails. In addition to the other tasks in this phase, ongoing maintenance responsibilities will again be reviewed and discussed to provide additional clarity on the roles of WVSP and In-Synch Systems in this process.

6. **Certification & Accreditation:** Final acceptance testing will be completed to confirm the quality of deliverables and measure results against project requirements to ensure project objectives have been met.

ATTACHMENT B: MANDATORY SPECIFICATION CHECKLIST

4.5.1 – RECORDS MANAGEMENT SYSTEM

a) The proposed system should capture all data and be able to submit required UCR/NIBRS reports.
b) The proposed system should capture all data in a typical agency; including names, vehicles, property, narrative, charges and arrests.
c) The proposed system must capture unlimited names, vehicles, property items, arrests and offenses.
d) The proposed system must have space for unlimited narrative.
e) Supplemental reports shall maintain same case number and be separate reports (not combined into one document).
f) The WVSP must have the ability to print on demand, a complete incident report with all related information.
g) The system needs to be FBI compliant with updates/additions as needed.
h) The new System need to be able to provide a reporting solution to enable statistical analysis.

Vendor Response:

In-Synch RMS complies with the above requirements. In-Synch RMS will comply with section "e" based on responses to the questions provided by the WVSP.

In-Synch RMS is certified as WV NIBRS compliant software. There are more than 70 agencies across the state of West Virginia currently using In-Synch RMS for their monthly NIBRS submissions.

4.5.2 – INQUIRY FEATURES

The proposed system must have a complete inquiry module that allows searching on any of the important data elements in the system.

The system must provide easy retrieval of information and the ability to search for information using almost any information or combination of information within the input records.

Vendor Response:

In-Synch RMS provides a Query module as well as a Link Analysis tool that can be used for searching more than 30 categories of data elements in the system. Detailed advanced search functionality is also available from within the various modules. Search results can be sorted, filtered, and even exported to Excel. In our next software release we will be providing a new tool that will enable ad-hoc querying and reporting by end users.

4.5.3 – MASTER NAME FILE

a) The proposed system must provide a central name file to hold ALL names entered into the system.

b) The Master Name Index should contain, at a minimum the following information:
   1) Full Name
   2) Most recent address
   3) Most recent phone number/cell number
   4) Date of birth
   5) Social Security number
   6) State Identification number
   7) Description – height, weight, eyes, hair, ethnicity, multiple scars, marks, tattoos, multiple alias and monikers
   8) Business Name

c) Allow the user to query names in the systems using many combinations of search criteria, including partial name, AKA, address, social security number, phone number, date of birth, sex, race, hair color, eye color, approximate height, approximate weight, and/or cars, marks, and tattoos.

Vendor Response:

In-Synch RMS complies with all of these requirements.

4.5.4 – MASTER VEHICLE FILE

The proposed system must capture all necessary vehicle information, and store it for easy retrieval, presently, and in the future. This feature must have the following elements:

a) License plate number and state
b) VIN (Vehicle identification number)
c) Year, Make, Model
d) Registered owner
e) Accommodate all types of vehicles, including cars, trucks, motorcycles, boats and airplanes and provide a field for indicating this type.
f) Allow the user to inquire into the vehicle file under many combinations of search criteria, including license plate, VIN, make, model and year.

Vendor Response:

In-Synch RMS complies with all of these requirements.

4.5.5 – PROJECT MANAGEMENT

Pursuant to West Virginia Code 5A-6-4b, the WV Office of Technology Enterprise Project Management Office (EMPO) has the responsibility for managing information technology projects and providing oversight for state agency information technology projects. EPMO uses a project management methodology based on the Project Management Institute, Project Management Body of Knowledge (PMBOK). EMPO offers a methodology to its customers and their vendors that encompass a variety of templates and tools for project management.

The successful bidder will be required to utilize a formalized approach to project management, which is compliant with the PMBOK and includes the following:

a) The successful vendor will be responsible for applying project management methodologies in the areas of project planning, resource management, project monitoring, production control, configuration management, quality assurance, test planning and execution, training plan, implementation methodology, change management and business process re-engineering, post-implementation support and documentation.

b) The successful vendor is required to present a comprehensive project plan showing time and resources required to accomplish tasks. The plan shall include three (3) major phases: planning, implementation and post-implementation.

c) The successful vendor is required to assign an experienced and skilled project manager to the project. The vendor's project manager will be responsible for the compilation of the project plan and will be required to maintain the detailed plan through the full term of the project or until such time the vendor has completed the contract obligation.

   Vendor must provide a project manager to act as the primary contact with the State.

   The project manager will be required to provide status reports to the State and adhere to the directives of the State point of contact.

d) During the course of the project, until Final Systems Acceptance, the vendor's project manager will:

   Submit regular status reports, covering such items as:
   i.   Progress of work being preformed
   ii.   Milestones attained
   iii.   Resources expended
   iv.   Problems encountered
   v.   Corrective action taken
   vi.   Status of issues/problems
   vii.   Participate in project status conference calls

e) The vendor will provide a realistic implementation project schedule that states at contract signing. The schedule should describe tasks to be performed by the WVSP as well as by the Vendor.

Vendor Response:

Over the last 17 years In-Synch Systems has successfully provided project management services for hundreds of implementations. Each implementation is assigned a Project Manager who oversees the project timeline and milestones from planning through post-implementation. Upon assignment a series of meetings will occur to discuss scope, objectives and requirements not currently addressed as part of this RFP to enable the realistic implementation project schedule to be available at contract signing. Our Project Manager will work with the WVSP throughout the process helping to facilitate a smooth implementation and maintain clear and appropriate expectations through all of the phases of the project. In-Synch Systems has found that ongoing communication directly assists in successful projects and implementations. Regular communication about milestones, progress, and necessary changes will occur in an ongoing series of meetings, helping to keep all involved informed on the current project status. Our goal is to minimize challenges and create a software environment that your agency can utilize immediately.

4.5.6 – TRAINING

The vendor must provide custom training on the new system to all users. This training will be a mix of train-the-trainer and end-user training, as agreed upon by the vendor and the WVSP. The WVSP will provide the training facilities and workstations for the training. The vendor will provide:

a) A training program for the WVSP project implementation team that includes the training necessary to understand the overall system architecture, interface configurations, data import/export capabilities and workflow configuration options.
b) A training program for application administrators that include the training necessary to configure, monitor, and administer the system's technical and functional aspects.
c) A training plan and training documentation to support the training of all end users (e.g. records administrators and secretaries) in the functionality of the system.
d) All training material shall be provided at least three (3) weeks prior to the start of and training course.
e) A training systems that will allow the users to simulate live operations for the System without degrading system performance.

Except for post-implementation training, all training must be completed in a satisfactory manner before the WVSP will give formal final system acceptance.

Vendor Response:

The In-Synch Systems implementation and training staff will comply with all of the training requirements.

4.5.7 – SYSTEM TESTING

The vendor must provide a system implementation that includes adequate provisions for functional, performance and reliability testing before final system acceptance. The WVSP requires the vendor's involvement in the development and execution of all test plans to assure the system delivers the expected results.

Vendor Response:

The In-Synch Systems implementation and training staff will comply with all of the system testing requirements.

4.5.8 – DATA CONVERSION

The vendor must include data conversion. The databases to be converted include the Motorola NET RMS data. The vendor will work with the WVSP to determine the precise process (including data verification and testing) which will be used to perform the data conversion. All data must be converted before go-live and must be available to the users on the new system at that time.

Vendor Response:

In-Synch Systems has a history of successful data conversions. Throughout these projects, we have refined a process that delivers positive results. We believe that core personnel with knowledge of the previous system are an integral part of the data conversion process. Below are the steps utilized in our successful data conversion projects:

Receive and initial copy of the data

1. **Meet with core personnel relevant to the Motorola NET RMS data for review.**
2. **Initial analysis by our data conversion team.**
3. **Follow up with core personnel with any questions or data discrepancies.**
4. **Development of data conversion routines.**
5. **Provide first cut of converted data for review by core personnel.**
6. **Receive feedback from core personnel about the status of the data conversion.**
7. **Update conversion routines based on feedback.**
8. **Provide updated conversion data for review by core personnel.**
9. **Repeat steps 7-9, until core personnel have approved the data conversion.**
10. **Receive final cut of data for conversion.**
11. **Convert final data for use in In-Synch RMS.**

4.5.9 – REPORTS

The vendor must provide the ability of the WVSP to produce reports from the data obtained through the current system for reports and postings.

Vendor Response:

More than 75 statistical and analytical reports are built into In-Synch RMS. These reports include but are not limited to:

- **Arrest**
- **Call**
- **Case**
- **Citation**
- **Monthly Stats**
- **NIBRS**
- **Property**
- **Warrants**

In addition to the built-in reports, In-Synch RMS provides a Query module as well as a Link Analysis tool that can be used for searching more than 30 categories of data elements in the system. Detailed advanced search functionality is also available from within the various modules. Search results can be sorted, filtered, and even exported to Excel. In our next software release we will be providing a new tool that will enable ad-hoc querying and reporting by end users.

SIGNATATURE PAGES / LETTERS OF RECOMMENDATION

DESIGNATED CONTACT: Vendor appoints the individual identified in this Section as the Contract Administrator and the initial point of contact for matters relating to this Contract.

Kirk Farra, President
(Name, Title)

Kirk Farra, President
(Printed Name and Title)

129 McCarrell Lane, Suite 301, Zelienople PA 16063
(Address)

_724-452-8611 , 724-452-8922_
(Phone Number) / (Fax Number)

Kirk.Farra@in-synch.com
(email address)

CERTIFICATION AND SIGNATURE: By signing below, or submitting documentation through wvOASIS, I certify that I have reviewed this Solicitation in its entirety; that I understand the requirements, terms and conditions, and other information contained herein; that this bid, offer or proposal constitutes an offer to the State that cannot be unilaterally withdrawn; that the product or service proposed meets the mandatory requirements contained in the Solicitation for that product or service, unless otherwise stated herein; that the Vendor accepts the terms and conditions contained in the Solicitation, unless otherwise stated herein; that I am submitting this bid, offer or proposal for review and consideration; that I am authorized by the vendor to execute and submit this bid, offer, or proposal, or any documents related thereto on vendor's behalf; that I am authorized to bind the vendor in a contractual relationship; and that to the best of my knowledge, the vendor has properly registered with any State agency that may require registration.

In-Synch Systems, LLC
(Company)

Kirk A Farra, President
(Authorized Signature) (Representative Name, Title)

Kirk Farra, President
(Printed Name and Title of Authorized Representative)

_9-12-2016_
(Date)

_724-452-8611 , 724-452-8922_
(Phone Number) (Fax Number)

	Purchasing Divison 2019 Washington Street East Post Office Box 50130 Charleston, WV 25305-0130	State of West Virginia Request for Proposal 31 — Public Safety

Proc Folder: 230518

Doc Description: Addendum No. 3 - Records Management System (RMS)

Proc Type: Central Contract - Fixed Amt

Date Issued	Solicitation Closes	Solicitation No		Version
2016-08-30	2016-09-13 13:30:00	CRFP	0612 DPS1700000001	4

ID RECEIVING LOCATION

BID CLERK
DEPARTMENT OF ADMINISTRATION
PURCHASING DIVISION
2019 WASHINGTON ST E
CHARLESTON   WV   25305
US

VENDOR

Vendor Name, Address and Telephone Number:

In-Synch Systems, LLC
129 McCarrell Ln, Suite 301
Zelienople, PA 16063
724-452-8611

FOR INFORMATION CONTACT THE BUYER
Tara Lyle
(304) 558-2544
tara.l.lyle@wv.gov

Signature X _(signature)_   FEIN # 25-1843963   DATE 9-12-2016

All offers subject to all terms and conditions contained in this solicitation

FORM ID : WV-PRC-CRFP-001

Addendum No. 3 - Responses to vendor questions attached.

The bid opening has been extended from 09/08/2016 to 09/13/2016.

See attached pages.

INVOICE TO	SHIP
WEST VIRGINIA STATE POLICE 4124 KANAWHA TURNPIKE SOUTH CHARLESTON WV 25309 US	WEST VIRGINIA STATE POLICE 4124 KANAWHA TURNPIKE SOUTH CHARLESTON WV 25309 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
1	Records Management System	1.00000	EA		

Comm Code	Manufacturer	Specification	Model #
81111700			

Extended Description :

Records Management System - See Attachment C - Cost Sheet

Line	Event	Event Date
1	Technical questions due by 4:00 pm	2016-08-02

ADDITIONAL TERMS AND CONDITIONS

See attached document(s) for additional Terms and Conditions

DAUPHIN COUNTY CHIEFS OF POLICE ASSOCIATION, INC.

A Commonwealth of Pennsylvania Non-Profit Corporation
President Jason D. Umberger

RE: Endorsement of In-Synch Systems RMS and Data Sharing Software

To Whom It May Concern,

As President of the Dauphin County Chiefs of Police Association and Police Chief for the Swatara Township Police Department, I wholeheartedly endorse In-Synch RMS and their Data sharing software technology.

In recent years, 17 law enforcement agencies across Dauphin County have purchased In-Synch RMS and are now sharing police records data with success. Our business plan is to move every law enforcement agency in the County to this single RMS solution and as of today we have nearly reached that goal. The full implementation of our countywide RMS initiative will serve 268,100 citizens, the entirety of Dauphin County.

All 17 agencies have signed a memorandum of understanding to provide mutual aid to each other through real-time electronic information sharing. In addition, the Dauphin County District Attorney's Office has electronic access to criminal case reports in the RMS Data sharing suite saving thousands of hours of time that prosecutors, police officers and clerical personnel typically had to spend gathering information for criminal prosecutions.

In-Synch RMS provides all Police Departments the capability of sharing Police records information in a modern cost effective technology platform. This saves time and money and has facilitated the successful resolution of many crimes not being solved because of the lack of this very important tool in crime fighting.

If I can answer any further questions or be of assistance please don't hesitate to contact me at 717-564-2550.

Sincerely,

Chief Jason D. Umberger – Swatara Township Police Department
President Dauphin County Chiefs of Police Association

President	Vice-President	Secretary	Treasurer
Jason Umberger	Jeffrey Vargo	Robert Martin	Thomas Stauffer
Chief of Police	Deputy Chief of Police	Chief of Police	Lieutenant
Swatara Township PD	Susquehanna Township PD	Susquehanna Township PD	Swatara Township PD

CAPITOL POLICE DEPARTMENT
COMMONWEALTH OF PENNSYLVANIA
Department of General Services
Suite 70E, Capitol East Wing, Harrisburg, Pennsylvania 17125
Superintendent's Office: (717) 787-9013 – Fax: (717) 787-8637

In August of 2013, the Pennsylvania State Capitol Police transitioned over to the In-Synch reporting system and away from our old DOS based "METRO" system.

Joe Johnston and his team made our transition a very smooth one for us. The initial training they provided our personnel was extremely thorough and as we cut our teeth on the new system, their response to the variety of questions that followed was always fast and informative.

Since day one, Joe and his team have provided the Pennsylvania State Capitol Police with top quality customer service. Any special requests made by our department have been quickly and professionally addressed.

Joe Johnston and the rest of his In-Synch team have proven that they are more than willing to go above and beyond the call of what any organization should expect when demanding solid, reliable service.

In-Synch is a very user friendly, easily searchable system, capable of delivering the wide variety of information/reports needed for all our departmental needs.

Thank you.

Sincerely,

James Rhoads / Administrative Lieutenant
Pa. State Capitol Police / Bureau of Police and Safety
70e East Wing Capitol Complex / Hbg. Pa. 17125
Phone: 717-787-9013 / Fax: 717-787-8637
www.dgs.state.pa.us
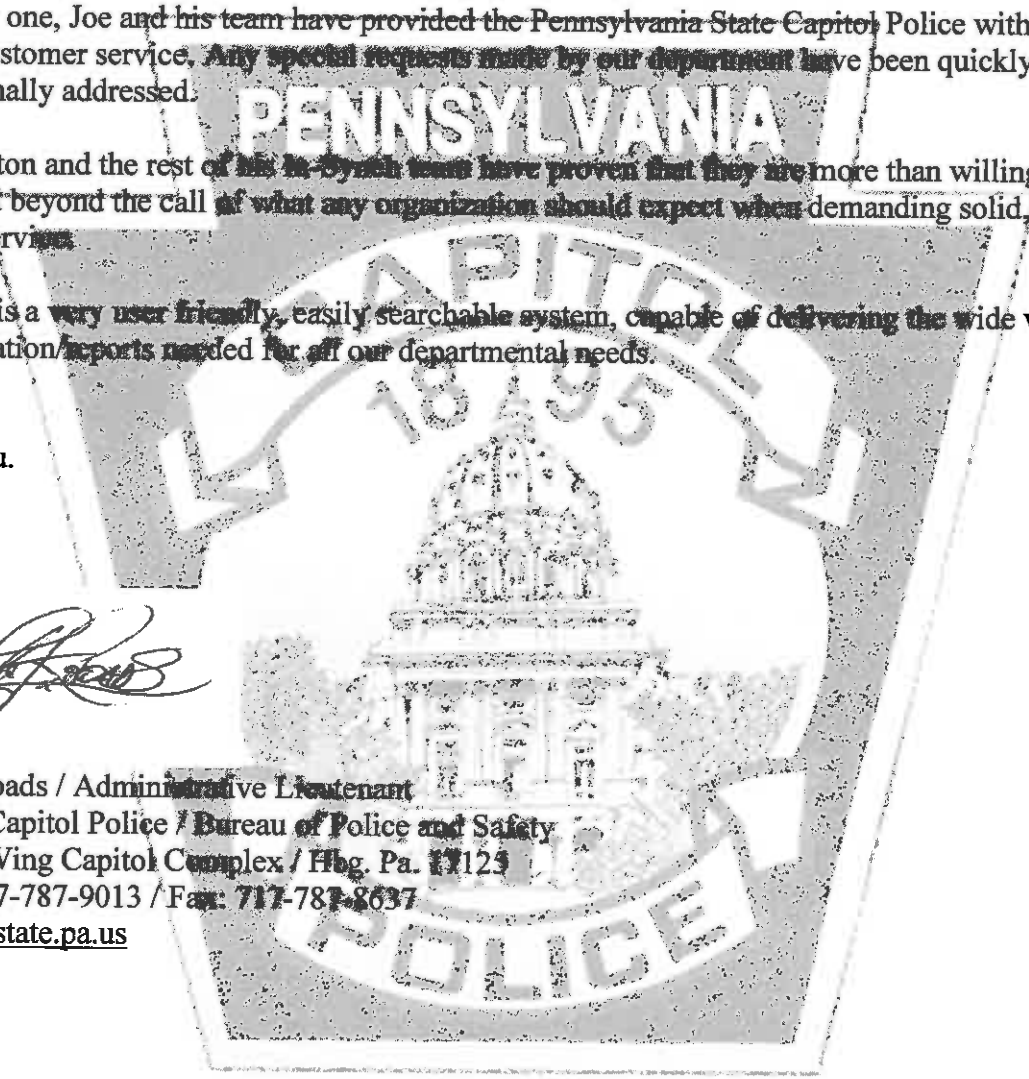
State of West Virginia
VENDOR PREFERENCE CERTIFICATE

Certification and application is hereby made for Preference in accordance with *West Virginia Code*, §5A-3-37. (Does not apply to construction contracts). *West Virginia Code*, §5A-3-37, provides an opportunity for qualifying vendors to request (at the time of bid) preference for their residency status. Such preference is an evaluation method only and will be applied only to the cost bid in accordance with the *West Virginia Code*. This certificate for application is to be used to request such preference. The Purchasing Division will make the determination of the Vendor Preference, if applicable.

1. **Application is made for 2.5% vendor preference for the reason checked:**
☐ Bidder is an individual resident vendor and has resided continuously in West Virginia for four (4) years immediately preceding the date of this certification; **or,**
☐ Bidder is a partnership, association or corporation resident vendor and has maintained its headquarters or principal place of business continuously in West Virginia for four (4) years immediately preceding the date of this certification;
☐ Bidder is a resident vendor partnership, association, or corporation with at least eighty percent of ownership interest of bidder held by another entity that meets the applicable four year residency requirement; **or,**
☐ Bidder is a nonresident vendor which has an affiliate or subsidiary which employs a minimum of one hundred state residents and which has maintained its headquarters or principal place of business within West Virginia continuously for the four (4) years immediately preceding the date of this certification; **or,**

2. **Application is made for 2.5% vendor preference for the reason checked:**
☐ Bidder is a resident vendor who certifies that, during the life of the contract, on average at least 75% of the employees working on the project being bid are residents of West Virginia who have resided in the state continuously for the two years immediately preceding submission of this bid; **or,**

3. **Application is made for 2.5% vendor preference for the reason checked:**
☐ Bidder is a nonresident vendor that employs a minimum of one hundred state residents, or a nonresident vendor which has an affiliate or subsidiary which maintains its headquarters or principal place of business within West Virginia and employs a minimum of one hundred state residents, and for purposes of producing or distributing the commodities or completing the project which is the subject of the bidder's bid and continuously over the entire term of the project, on average at least seventy-five percent of the bidder's employees or the bidder's affiliate's or subsidiary's employees are residents of West Virginia who have resided in the state continuously for the two immediately preceding years and the vendor's bid; **or,**

4. **Application is made for 5% vendor preference for the reason checked:**
☐ Bidder meets either the requirement of both subdivisions (1) and (2) or subdivision (1) and (3) as stated above; **or,**

5. **Application is made for 3.5% vendor preference who is a veteran for the reason checked:**
☐ Bidder is an individual resident vendor who is a veteran of the United States armed forces, the reserves or the National Guard and has resided in West Virginia continuously for the four years immediately preceding the date on which the bid is submitted; **or,**

6. **Application is made for 3.5% vendor preference who is a veteran for the reason checked:**
☐ Bidder is a resident vendor who is a veteran of the United States armed forces, the reserves or the National Guard, if, for purposes of producing or distributing the commodities or completing the project which is the subject of the vendor's bid and continuously over the entire term of the project, on average at least seventy-five percent of the vendor's employees are residents of West Virginia who have resided in the state continuously for the two immediately preceding years.

7. **Application is made for preference as a non-resident small, women- and minority-owned business, in accordance with *West Virginia Code* §5A-3-59 and *West Virginia Code of State Rules*.**
☐ Bidder has been or expects to be approved prior to contract award by the Purchasing Division as a certified small, women- and minority-owned business.

Bidder understands if the Secretary of Revenue determines that a Bidder receiving preference has failed to continue to meet the requirements for such preference, the Secretary may order the Director of Purchasing to: (a) rescind the contract or purchase order; or (b) assess a penalty against such Bidder in an amount not to exceed 5% of the bid amount and that such penalty will be paid to the contracting agency or deducted from any unpaid balance on the contract or purchase order.

By submission of this certificate, Bidder agrees to disclose any reasonably requested information to the Purchasing Division and authorizes the Department of Revenue to disclose to the Director of Purchasing appropriate information verifying that Bidder has paid the required business taxes, provided that such information does not contain the amounts of taxes paid nor any other information deemed by the Tax Commissioner to be confidential.

Bidder hereby certifies that this certificate is true and accurate in all respects; and that if a contract is issued to Bidder and if anything contained within this certificate changes during the term of the contract, Bidder will notify the Purchasing Division in writing immediately.

Bidder: *In-Synch Systems, LLC*   Signed: *Frank A Jones*

Date: *9/12/2016*   Title: *President*

Check any combination of preference consideration(s) indicated above, which you are entitled to receive.

STATE OF WEST VIRGINIA
Purchasing Division

PURCHASING AFFIDAVIT

MANDATE: Under W. Va. Code §5A-3-10a, no contract or renewal of any contract may be awarded by the state or any of its political subdivisions to any vendor or prospective vendor when the vendor or prospective vendor or a related party to the vendor or prospective vendor is a debtor and: (1) the debt owed is an amount greater than one thousand dollars in the aggregate; or (2) the debtor is in employer default.

EXCEPTION: The prohibition listed above does not apply where a vendor has contested any tax administered pursuant to chapter eleven of the W. Va. Code, workers' compensation premium, permit fee or environmental fee or assessment and the matter has not become final or where the vendor has entered into a payment plan or agreement and the vendor is not in default of any of the provisions of such plan or agreement.

DEFINITIONS:

"**Debt**" means any assessment, premium, penalty, fine, tax or other amount of money owed to the state or any of its political subdivisions because of a judgment, fine, permit violation, license assessment, defaulted workers' compensation premium, penalty or other assessment presently delinquent or due and required to be paid to the state or any of its political subdivisions, including any interest or additional penalties accrued thereon.

"**Employer default**" means having an outstanding balance or liability to the old fund or to the uninsured employers' fund or being in policy default, as defined in W. Va. Code § 23-2c-2, failure to maintain mandatory workers' compensation coverage, or failure to fully meet its obligations as a workers' compensation self-insured employer. An employer is not in employer default if it has entered into a repayment agreement with the Insurance Commissioner and remains in compliance with the obligations under the repayment agreement.

"**Related party**" means a party, whether an individual, corporation, partnership, association, limited liability company or any other form or business association or other entity whatsoever, related to any vendor by blood, marriage, ownership or contract through which the party has a relationship of ownership or other interest with the vendor so that the party will actually or by effect receive or control a portion of the benefit, profit or other consideration from performance of a vendor contract with the party receiving an amount that meets or exceed five percent of the total contract amount.

AFFIRMATION: By signing this form, the vendor's authorized signer affirms and acknowledges under penalty of law for false swearing (*W. Va. Code* §61-5-3) that neither vendor nor any related party owe a debt as defined above and that neither vendor nor any related party are in employer default as defined above, unless the debt or employer default is permitted under the exception above.

WITNESS THE FOLLOWING SIGNATURE:

Vendor's Name: _In-Synch Systems_

Authorized Signature: _Johnny Tran_   Date: _9-12-2016_

State of _Pennsylvania_

County of _Butler_ , to-wit:

Taken, subscribed, and sworn to before me this _12_ day of _Sept_ , 20_16_.

My Commission expires _11-9_ , 20_19_

AFFIX SEAL HERE   NOTARY PUBLIC _Elizabeth J. Musher_

Purchasing Affidavit (Revised 08/01/2015)